

Pensions
Administration
Performance
Update
Quarter 2 2024/25
7 November 2024

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Highlights and Recommendations

Highlights over the quarter to the end of September 2024 include:

- Higher percentage of priority casework processed within time.
- Reduced backlog of outstanding casework by 41%
- 93% of members responding to surveys were satisfied.
- 97,437 members registered for online portal.
- 7 Appeals, 3 Breaches, 7 complaints
- 577 Active Employers

Quarter 2, to 30 September 2024, saw further improvements to the Authority’s pension administration service.

The service is working to an overall improvement plan with progress summarised in the table below:

Corporate Action	Update	On Target
A1 – Improvements in Data Quality	Priority given to ensuring the GMP reconciliation and rectification project is completed.	Yes
A2 – Recruit to the Pensions Administration structure	Recruitment to the revised structure is complete	Yes
A3 – System Improvements	System Audit undertaken; actions being monitored monthly. UPM steering group set up and meeting quarterly. Work progressed slowly on first process improvement. Project being reassessed and remedial action taken.	No
A4 – Clear backlogs	41% of backlog cleared by 30 September 2024. Behind 50 % target for mid-year. Project reassessed in Sept 2024.	At Risk
A5 – Implement the McCloud Remedy	Dependant on Software supplier developments. Delays for phase 2 developments. Risk added to Risk Register.	No
A6 – Successfully link SYPA to the Pensions Dashboards	Project initiated. Demonstrations and proposals from 2 providers.	Yes

The Local Pension Board are recommended to:

- a. Note the contents of this report with or without comment.

Background

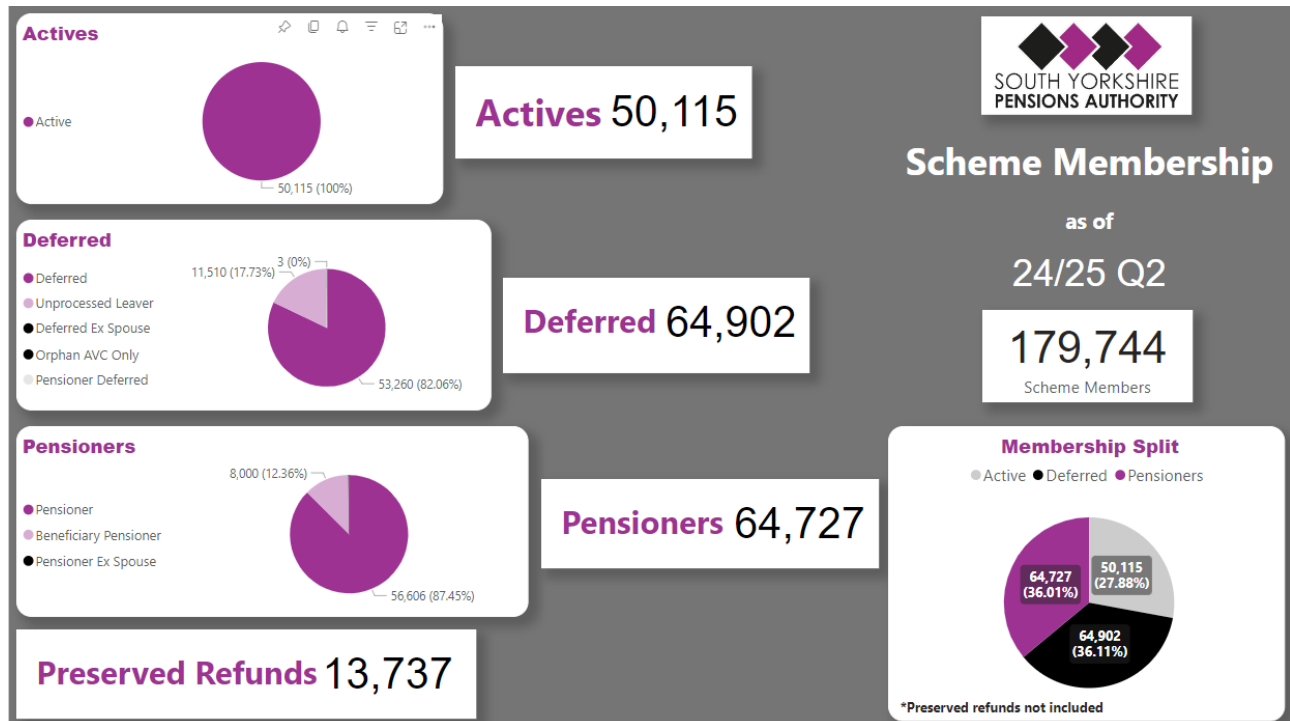
The Pensions Administration Service is the Authority’s largest outward facing service managing the organisation’s relationship with our nearly 180,000 scheme members and nearly 600 employers. The success of the Administration Service is crucial to the success of the organisation and this report aims to set out for the most recent quarter and the financial year to date:

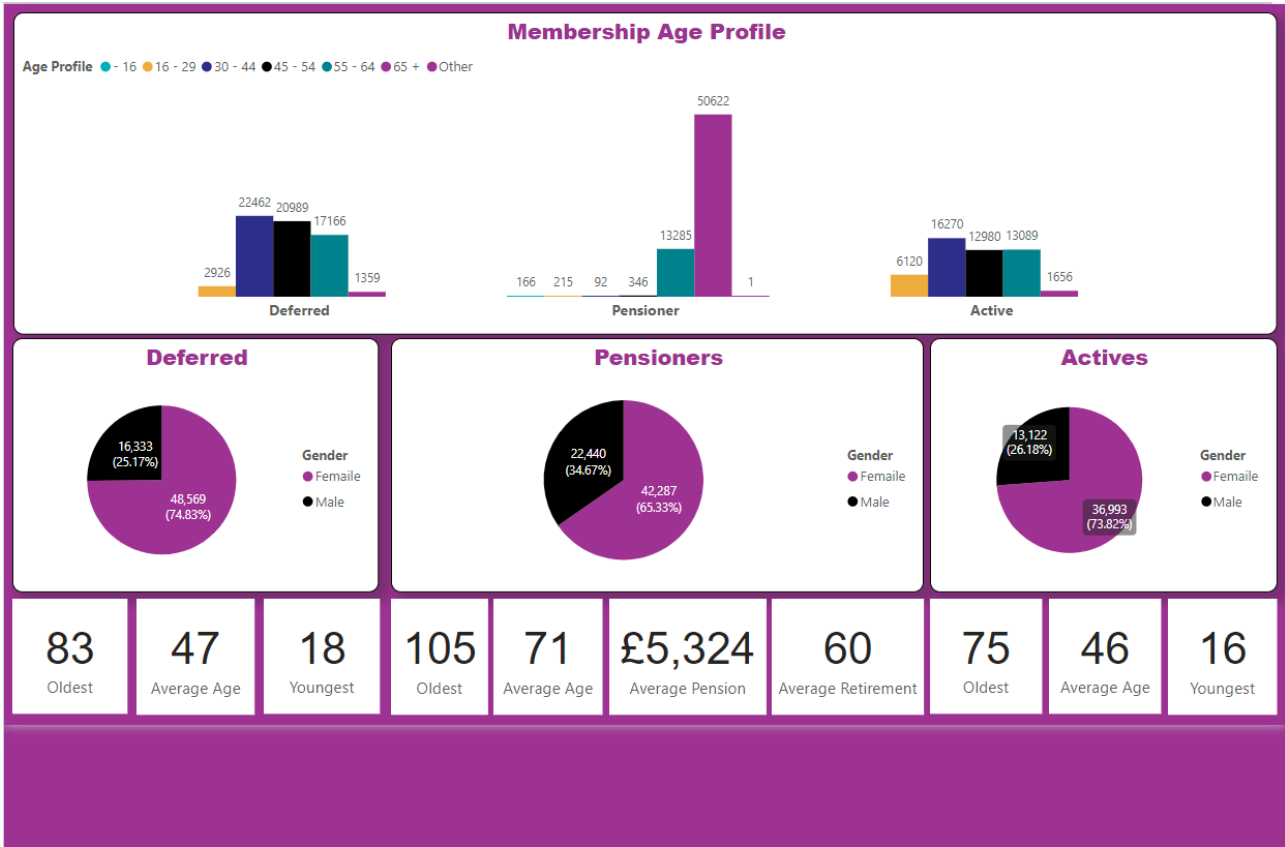
- Levels of activity related to both scheme member and employer activity.
- Levels of performance against the agreed standards
- Progress on delivering key projects and major cyclical activity
- Emerging policy issues and their implications for the Authority.

This report, like other performance information, is published on the Authority’s website as well as being considered at meetings of the Local Pension Board.

Membership at 30/09/2024

Active	50,115
Deferred	64,902
Pensioner	64,727
Total	179,744





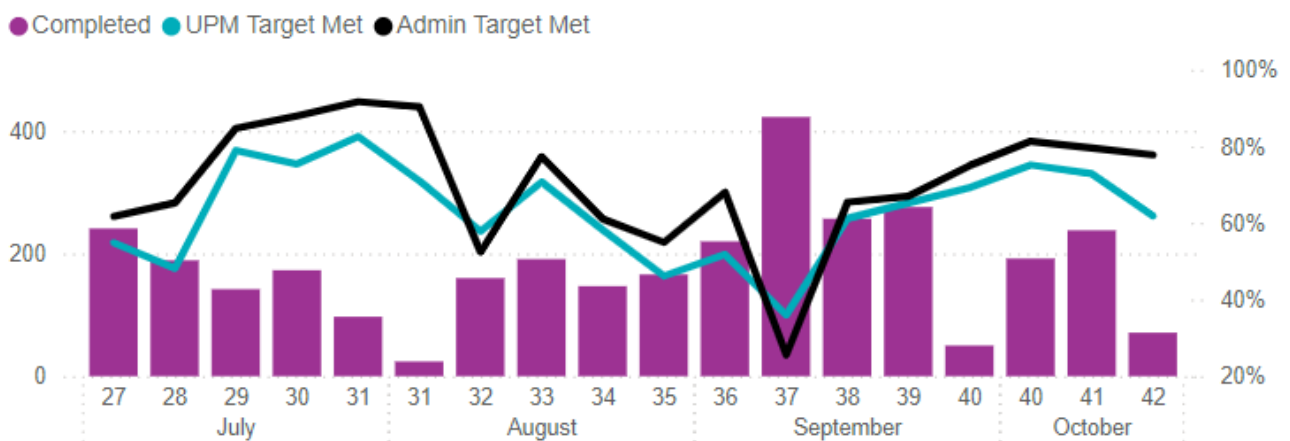
Casework Processing

This section of the report deals with the level of casework processing activity being undertaken and performance against agreed targets. Processing backlog work continues to impact non-priority performance targets as older deferrals, leaver & aggregation cases are completed. The team have processed 41% of the backlog and in September further initiatives have been introduced to help remove the reliance on overtime to process this work. These measures include targeting specific work types one day a week. The team continue to find the volume of casework challenging and are balancing the increased volume of checking that is required as part of training the number of new recruits.

The graph below now shows the percentage of tasks that met the admin target and the UPM target as well as the number completed. Admin target measures against the case completion date, and this is the most reliable figure to use when understanding if SLA has been achieved. UPM target is measured against the completion date of any additional work that is required for the process to close down e.g. future dated payroll task.

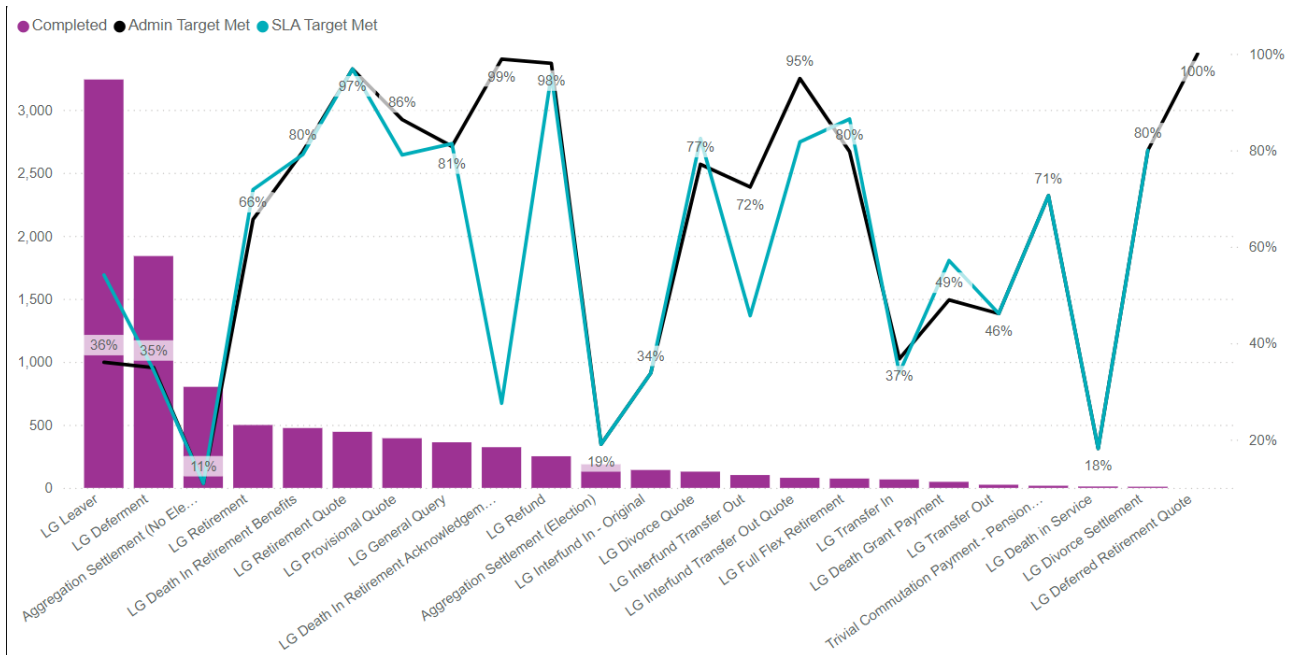
Week on week completed cases 1 July 2024 – 30 September 2024.

Week performance



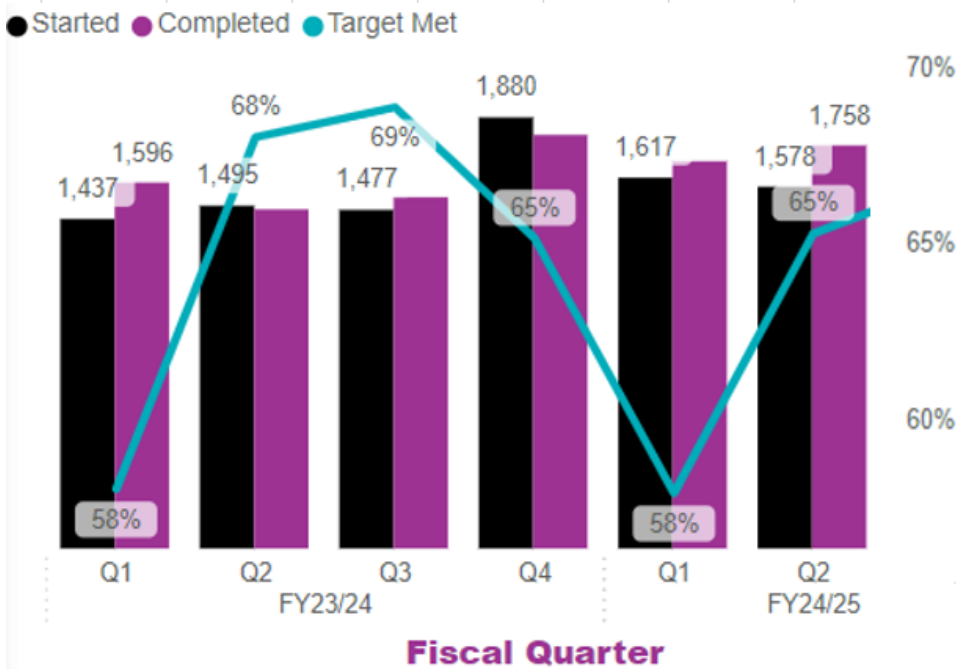
The above chart breaks down casework completion week by week, please note that some weeks represent only a few days for that month e.g. week 31 shows the last few days in July (29th -31st) and the first few days of August (1st – 4th). Week 37 shows the highest volume of work completed for that quarter due to the teams new Pensions Officers starting to process casework.

Q2 24/25 target processing Performance by case type:



Processing backlog cases continues to impact the team’s performance for certain case type including Leavers, Deferments & Aggregations. Analysing casework differently and questioning the data meant the team identified around 280 active cases that did not release from ‘pend’ when they should have done. These cases include Deaths, Child Reviews and Retirement cases and are being looked at urgently. To date 1 overpayment of a dependant's pension has been identified.

SLA Target Met - Comparison of previous quarters



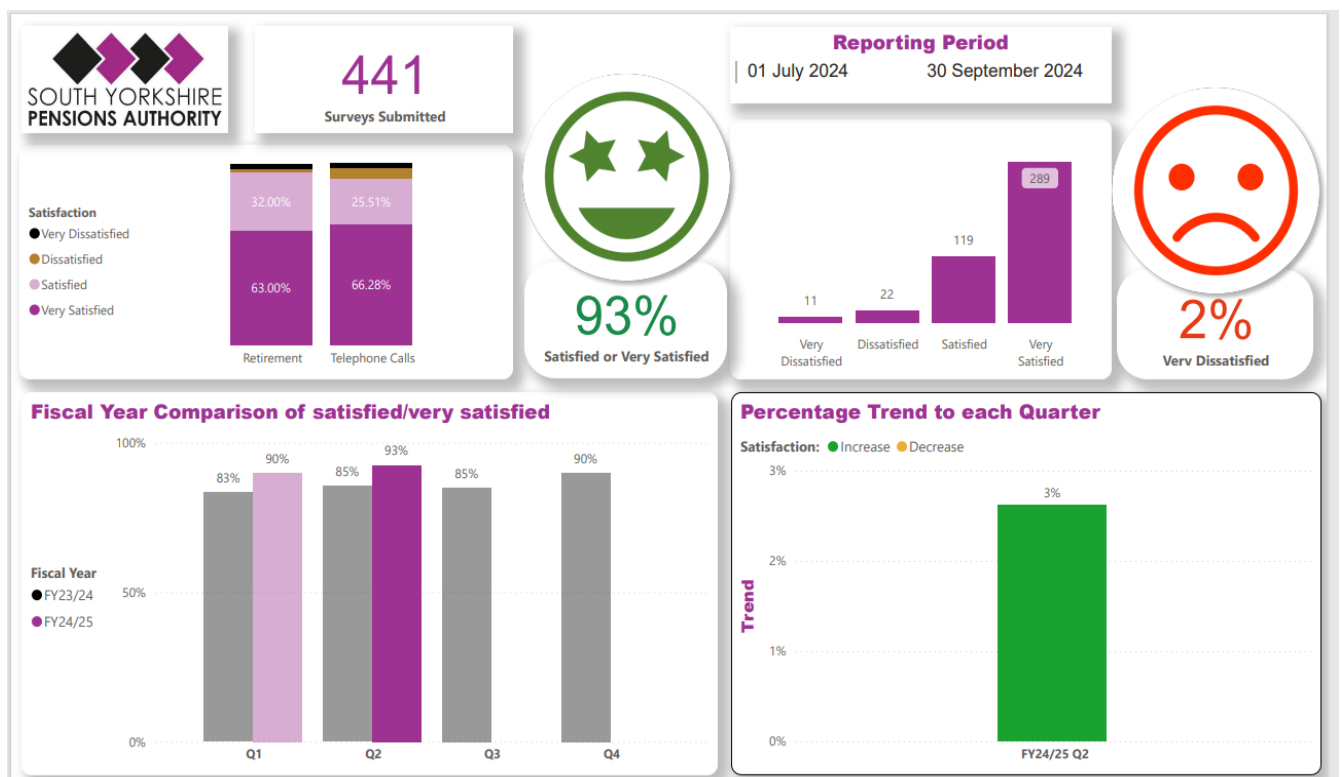
Customer Feedback

The Authority carries out rolling surveys of customer satisfaction. These can highlight areas for improvements across the teams.

Customer Satisfaction – Retirement Survey & Customer Centre Phone Calls – May to July 2024

Retirement Survey sent to **524** members with an email address. Of those **100** responded (19%).

Customer Centre Phone Survey sent to **4,151** members with an email address. Of those **350** responded (8%).



There were several comments received most of which were individual to those members. However a couple of comments were about the online service not being very easy to use. This is a known issue and the software provider is trying to improve the online portal in this area.

- Very dissatisfied with the online service when trying to retire and ended up contacting the CC Team by telephone to progress the retirement, who were efficient. Previously retired in 2018 and also had issues due to AVCs.
- Call centre service, both verbal and written/email is fine. Online offer is not up to other organisations standard. Access is very clunky and difficult - as evidenced by the need to call the call centre. This has to be improved.

Scheme Member Engagement – Customer Centre Emails

Customer Centre Emails – “click face” Survey May to July 2024. The number of emails issued is unfortunately unknown for this period. IT Found that customerservices@sypa.org.uk was missing from

the security group which the feedback policy was based on - membership removed during security audit.

A New Mimecast policy has been developed to ensure this does not reoccur.

Q. Overall, how satisfied are you with the service you receive from us?		Compared to last quarter	
Excellent	69%	Down 1%	▼
Good	0%		
Ok	0%	Up 1%	▲
Poor	31%		
Total Number of Respondents	13 surveys received		

Scheme Member Engagement – New Joiner Survey

New Joiner Survey – March to May 2024 1,390 members were surveyed. The new joiner survey specifically asks about the welcome email/letter, including registration of the online portal. 25 completed surveys received. Just under 1.8% response rate.

Q. Overall, how satisfied are you with the service you receive from us?		Compared to last quarter	
Very Satisfied	32%	Down 9%	▼
Satisfied	36%		
Dissatisfied	24%	Up 9%	▲
Very Dissatisfied	8%		
Total Number of Respondents	25 out of 1,390 emails issued		

Comments from the Survey:

There was a common theme with comments in the new joiner survey relating to the website, saying it was confusing and needed to be more user friendly. With one member saying:

- directions in letters sign post to the portal or website where you must figure things out yourself. Information is buried into many layers and doesn't use plain language. Too many pensions related acronyms that are not user friendly.

Actions

- To review the new starter area and the language used on the website.

Member Engagement – online portal

All scheme members (regardless of status) are encouraged to sign up to the online portal. There was a total of 2,666 new registrations in the quarter to the end of September 2024. Total registrations,

97,437 approx. 50% of the total membership. Increase most likely attributable to members accessing their annual benefit statements online.

	31.03.24	Registrations to 30 September 2024	% increase
Active	32,588	33,170	1.7%
Deferred	33,908	35,502	4.7%
Pensioner + Beneficiary	26,704	28,765	7.7%
Total	93,200	97,437	4.5%

Appeals Breaches and Complaints

The Authority deals with a few appeals, breaches & complaints each quarter. Below is a summary of the cases that have been dealt with or that are currently outstanding. The on-going column includes any appeals that are still been investigated from previous quarters.

Appeals

3 General Appeals were outstanding with the authority. 1 stage 1, 2 stage 2. The stage 1 was in relation to a Retirement recalculation where revised salary information had been received from the members employer, this appeal was received in September and has not been upheld. There were two stage 2 appeals from a previous quarter, one was regarding an error regarding a members transfer out of their AVC fund (upheld) and the other was regarding transfer in delays where the authority did not feel we were at fault (not upheld).

Stage	Received	Rejected	Upheld	Not Upheld	On-going from previous Quarters
1	1	0	0	1	0
2	0	0	1	1	2
Total	1	0	1	2	2

Ill-Health Appeals: these are generally in relation to the level of ill health pension awarded by the employer. Stage 1 appeals in relation to ill health matters are dealt with by the relevant employer and we were not made aware any had been raised. There were 4 stage 2 Ill Health Appeals received. 3 upheld and returned to the Employer to reconsider their decision and 1 not upheld.

Stage	Received	Rejected	Upheld	Not Upheld	On-going from previous Quarters
1	0	0	0	0	0
2	4	0	3	1	0
Total	4	0	3	1	0

Breaches:

Q1 24/25

Apologies must be made due to an error on the Boards report for Q1 24/25. The authority confirmed that no regulatory breaches were made. This was an error as **9 breaches** had occurred – these were all in relation to refunds paid after 5 years. These breaches will continue to be seen as the backlog is worked through.

Q2 24/25

3 breaches:

2 x refund paid after 5 years

1 x death grant payment made to one beneficiary instead of being split between both beneficiaries. The beneficiary who received the payment has now sent 50% to the other beneficiary.

What is a breach?

A breach of the law is when a legal duty which is relevant to the administration of the scheme has not been, or is not being, complied with. It can encompass many aspects of the management and

administration of the scheme, including failure to do anything required under overriding legislation, applicable statutory guidance or codes of practice. Examples include but are not restricted to;

- Failure to maintain accurate records.
- Failure to act on any fraudulent act or omission that is identified.
- Failure of an employer to pay over member and employer contributions on time.
- Failure to pay member benefits either accurately or in a timely manner.
- Failure to issue annual benefit statements on time or non-compliance with the Regulator’s General Code of Practice.

Non-compliance with the Local Government Pension Scheme (LGPS) regulations can encompass many aspects of the management and administration of the scheme, including failure:

- To abide with the LGPS Regulations.
- To comply with the Funds policies and procedures (e.g. the Funds Statement of Investment Principles, Funding Strategy Statement, Administration Strategy or Communications Policy).

Who is responsible for reporting breaches?

The following are responsibility to report breaches (known as Reporters):

- Members of the Authority.
- Members of the Local Pension Board.
- Any person who is otherwise involved in the administration of the scheme: including all officers of the Authority.
- All participating employers in the scheme.
- Professional advisers: including auditors, actuaries, legal advisers and fund managers
- Any other person otherwise involved in advising the managers of the scheme.

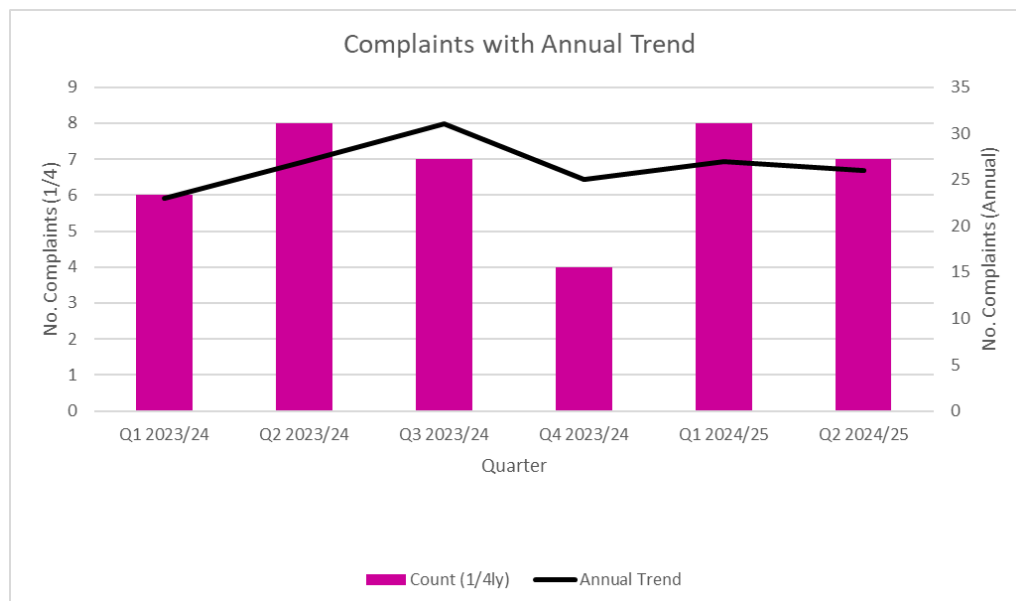
Reporters are required to take a pro-active approach to the identification, management and reporting of all breaches that have occurred, or are likely to occur.

The Reporting Legislative breaches policy is currently being updated and the internal method for recording legislative breaches has been improved.

Complaints

Most complaints this quarter, 7, were where the authority was either waiting for information from the Employer, which has caused a delay, or where the member wants something that the scheme rules do not permit e.g. transfer out within 12 months of Normal Retirement Date. The 2 ‘other’ complaints were due to one member’s employer not processing an opt out request and one member complaining about their pension reducing due to a GMP rectification case.

Type	Scheme Rules	Employer	SYPA	Previous Fund	Member	Total
Retirement	0	1	1	0	0	2
Service	0	0	1	0	0	1
Transfer	1	1	0	0	0	2
Other	0	1	1	0	0	2
Total	1	3	3	0	0	7



Pension Ombudsman Cases

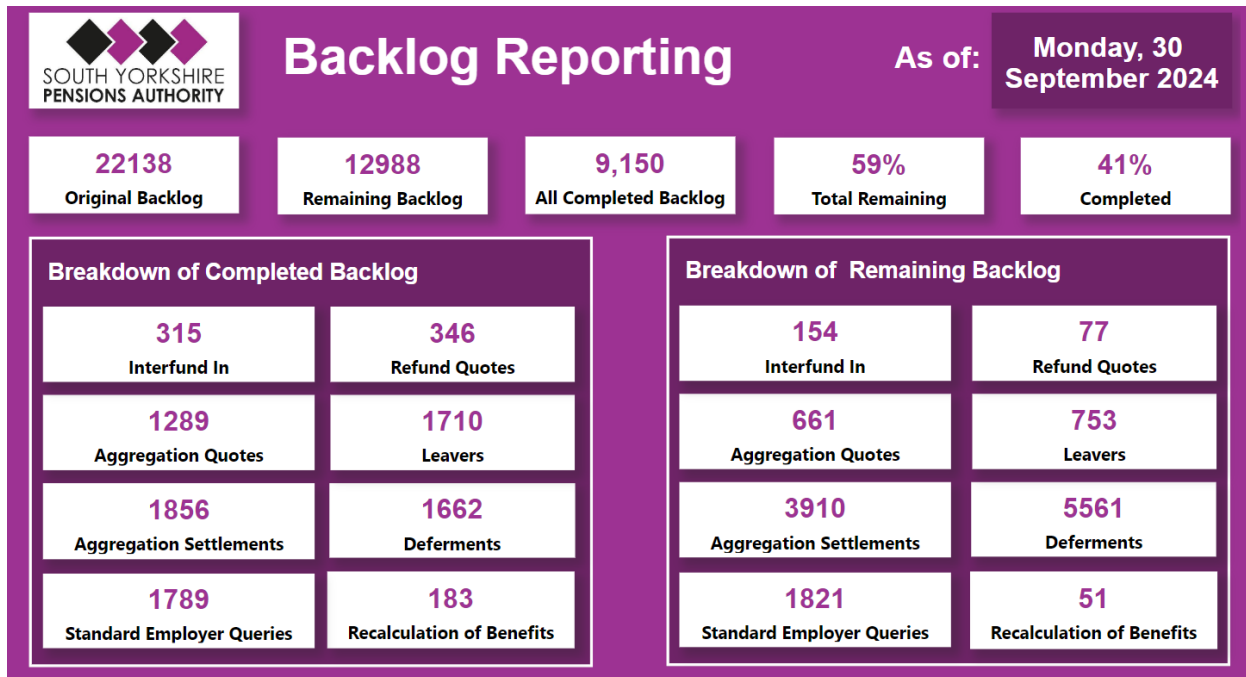
The Pension Ombudsman (TPO) cases are now being tracked as and when TPO lets the Authority know they are looking at them. TPO is very behind with their casework. As a result, the cases we are being notified about are mainly historic cases where the stage 2 appeal was out of time. The majority of them are transfer or retirement related however, there was a recent one where the TPO decided to uphold the members complaint in relation to an ill health retirement. The authority has had to pay this member £1,000 for the stress and inconvenience caused due to delays in dealing with their appeal in 2020. The member’s employer will also have to pay some compensation and has been asked to revisit their decision.

Awaiting Decision	Cases Decided On
5	1

Progress on Delivering the Administration Improvement Plan

This section of the report deals with the progress being made on addressing the historical challenges facing the administration service. Some improvements are reported on under major projects.

Backlog

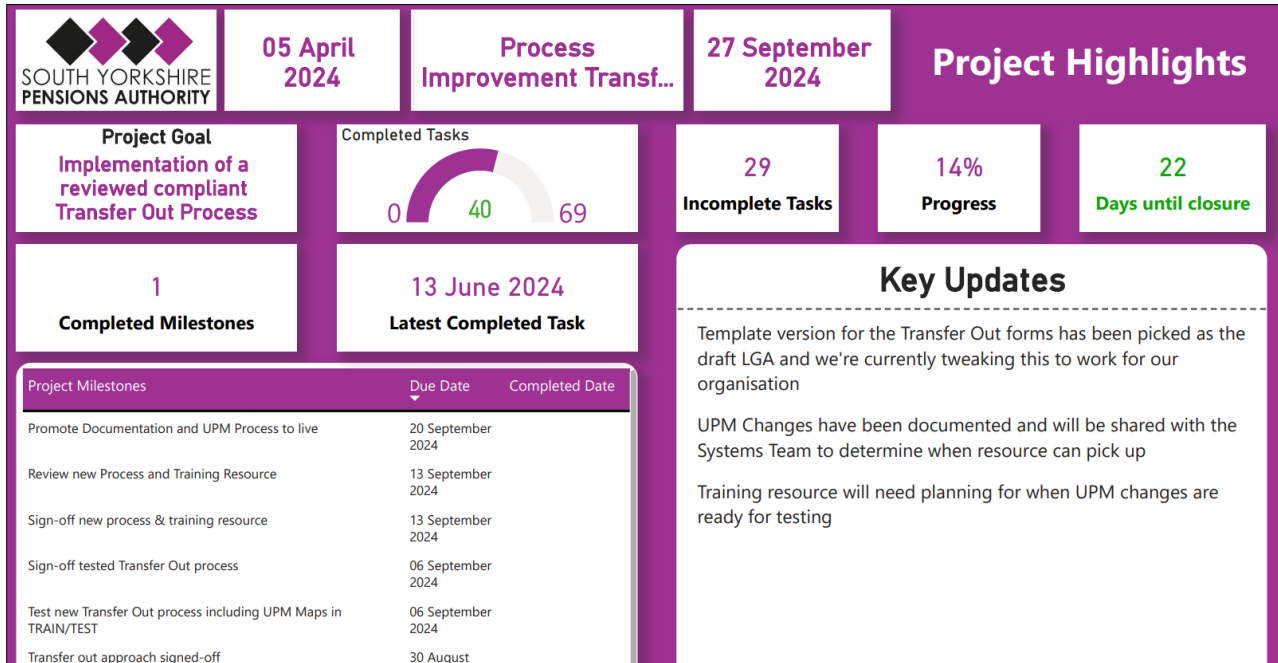


The team continue to prioritise clearing the backlog. Training has started with the newly recruited Pension Officers, and they will be clearing further backlog work in the coming months as they develop as well as focusing on some high-volume work that built up during Q1 & Q2 24/25. Targeted overtime will be put on hold from the 1st November whilst progress is reassessed and the budget reviewed. The Project Team will continue to focus on the backlog. Other ways to clear the backlog being explored are:

- Targeted case type days where all staff members focus on a specific work type, this means checking will be completed on the same day.
- Automation – investigating what case types could be processed via bulk automation.

Process Improvements

This project is running late. A revised completion date is to be agreed. It is expected that this can be concluded by the end of this year.



Organisational Improvements

As of the date of writing this report all new posts within the 4 Pension Administration teams have now been recruited to. This includes the Data Analyst and the Complaints Officer. There are a couple of posts to be backfilled due to internal promotions. Training is underway and this improvement is now closed as complete.

Making Best Use of Technology

A steering group is meeting quarterly to decide on the Pension Administration system developments and improvements to be taken forward for the following quarter. Release dates and guides are being discussed within the group which is ensuring all teams are more aware of developments being introduced and able to update teams on the changes to the system that may affect their day-to-day work.

Improve Data quality.

The team resource available is currently completing the GMP reconciliation and rectification project and looking to complete the Pension Regulators return by 22nd November.

Major Projects

This section of the report deals with the progress being made on the various major projects with the service is undertaking in particular:

McCloud

The Authority's capability to progress on McCloud is limited by the lack of software development. It is worrying that the ability to rectify leavers since 2014 is not likely to be available until the end of March 2025. This raises a risk to the Authority in complying with legislation which is to be added to the corporate Risk Register.

The McCloud remedy statutory guidance for the LGPS in England and Wales has now been published. [202406McCloud.pdf \(lgpslibrary.org\)](#) The guidance aims to achieve a consistent application of the remedy across the LGPS and provide additional guidance on certain technical issues. Statutory guidance highlights the deadline for implementation as 1 August 2025. By this date all retrospective changes to benefits for most members should have been made, data should be up to date, and annual benefit statements (ABSs) for 2025 should reflect the McCloud remedy.

After this phase McCloud will become part of business as usual. However, for this Authority this will be driven by developments by the software provider. The guidance says that legislation may allow an administering authority to determine that the McCloud implementation phase shall be regarded as extending to 31st August 2026 for specific members or classes of members. Whilst such cases have yet to be determined, and the detail of this legislation known, this will be welcomed considering the software development delays.

In determining who qualifies for underpin protection, not only will the Fund have to write to members who could qualify for the remedy should they have membership in another LGPS or public service pension scheme and will also have to re-verify the protection status for some members (those who have other pension entitlements whose status could affect eligibility) when they eventually take their benefits. The guidance provides further information about data collection, the payment of compensation and interest, transfers, multiple sets of underpin figures, unpaid additional contributions, and what to do if the member has passed away. The guidance also formalises the order of prioritisation which was circulated in draft form some time ago.

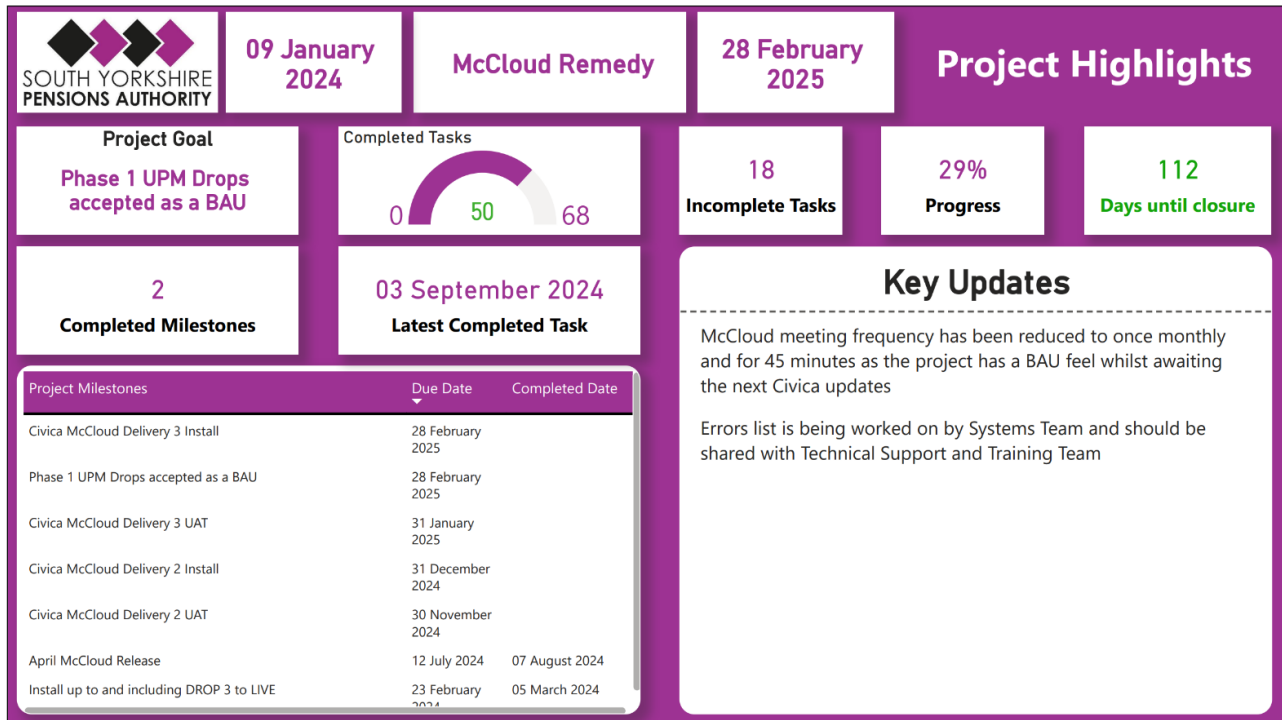
Forms have been published by the LGA for Authority's to use as part of the McCloud project. The McCloud public service pensions history form is for collecting information about previous pensions for members who are not protected by the remedy based on their LGPS membership in a particular fund. The Authority is still to decide how to proceed on this part of the project. This is down to the fact that at present it is not understood fully how the system provider is developing the system to hold the information that these forms would collect.

The new document includes two forms and accompanying member notes which can be adopted for each approach:

1. Ask members to return the form only if they have relevant previous pension membership. The member notes that accompany this form provide greater detail about what membership is relevant for this purpose. This approach would need a further check when a member who did not complete a form is approaching retirement, dies or requests a transfer out.
2. Ask all members to return the form. This would most likely create a lot of additional work as forms will be returned that do not affect a member's protection status – members who are already protected, or members who first joined a public service scheme after 31 March 2012, for example. However, taking this approach would ensure further checks were not required when a member who has completed a form is approaching retirement, dies or requests a transfer out.

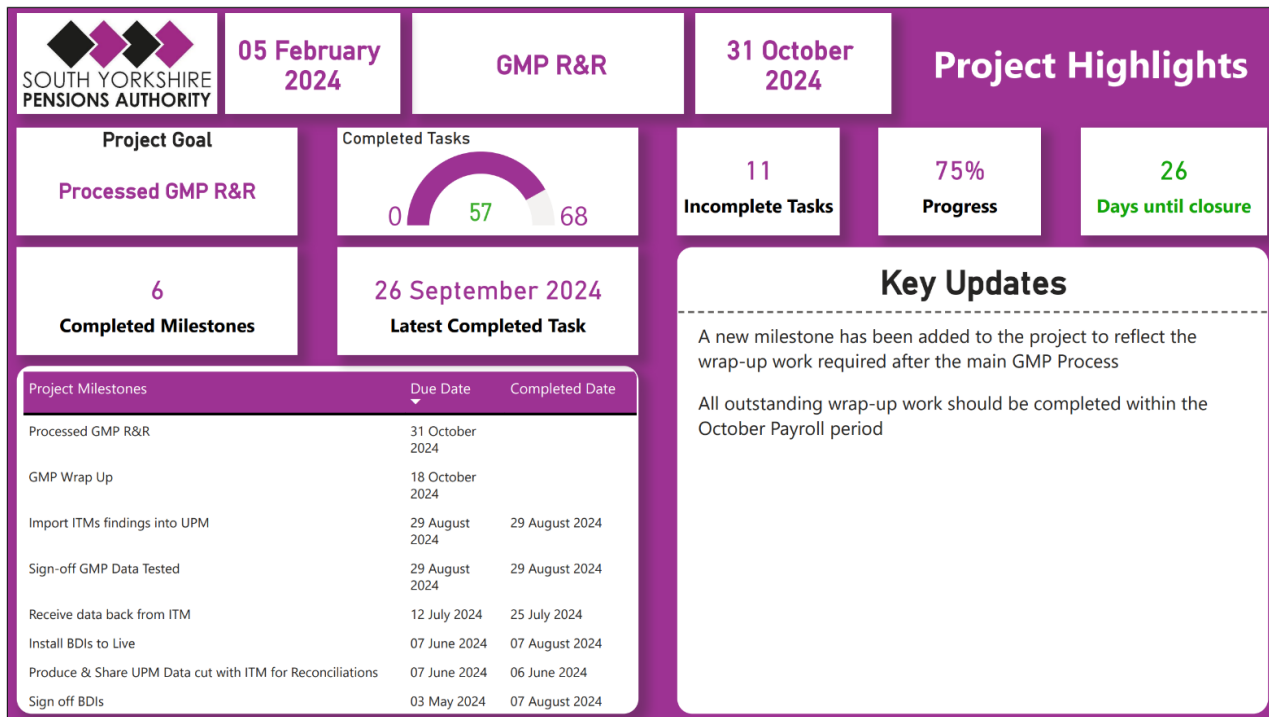
The second instalment of the McCloud technical guide for administrators (version 2) was published by the LGA on 11 October. This is available on the administrator guides and documents pages of www.lgpsregs.org. The second instalment covers other calculations that are impacted by the underpin (such as transfers in) and revisiting past calculations. The section which accounts for qualify protection, has been significantly amended considering the clarification from Government.

The LGA have also conducted two McCloud webinars 1) General McCloud and 2) LGPS Transfer. Officers attended these sessions.



GMP reconciliation and Rectification

Following a huge effort from the project team and support from the Customer service and Benefits Teams with the queries from members this project is due to complete by the end of November 2024. The main task outstanding is to load the Active members' GMPs. These do not affect payments but are required going forward to ensure correct calculations of benefit entitlements.



Dashboards

The Authority will connect to the Pension Dashboards ecosystem via a third party - an integrated service provider (ISP).

The ISP will use their processes to meet the data standards. However, as the standards apply to administering authorities, the Authority will remain responsible for compliance. A project team has been set up and is considering providers at present. Authority Officers are due to make decisions on an ISP in the Autumn and initiate a Project to comply with connection, which is by October 2025.

Data cleansing is most important to providing accurate data through to the dashboards, so the Authority is prioritising this aspect at present.

Training on Pensions Dashboards is to be covered on the Members training day on 28 November.

On 5 September 2024, The Pensions Regulator (TPR) published 3 documents;

- Pensions dashboards compliance and enforcement policy
- response to the consultation on the policy
- updated breach of law guidance.

The policy outlines TPR’s approach to ensuring occupational pension schemes comply with their dashboard legal duties. It sets out:

- the principles that will drive TPR’s approach
- key risk areas TPR will focus on
- what TPR expects schemes to do to comply
- how TPR will monitor compliance
- TPR’s approach to non-compliance.

The Compliance and Enforcement Policy also includes scenarios of non-compliance and how TPR may respond to each one. In particular, the updated breach of law guidance contains an example of how TPR will approach non-alignment of illustration dates between main scheme benefits and

additional voluntary contributions (AVCs). TPR published a blog on pensions dashboards compliance on the same day to accompany the policy release.

TPR expects schemes to connect to the dashboards ecosystem in line with the timeline set out in DWP's guidance on connection: the stage timetable. The timeline has been designed to reduce delivery risk to industry, but it will also ensure that the system can be thoroughly tested to ensure the successful launch of dashboards. Once schemes and pension providers are connected to the ecosystem the following requirements will apply:

- to remain connected
- to receive 'Find' requests
- to undertake matching, and
- to return 'View' data

TPR expects schemes and providers to take prompt and effective actions to investigate and correct any issues identified during the user testing stage.

TPR has also produced a 'hot topics' article focusing on some of the issues it is hearing about through its engagement with the industry. This includes:

- connecting in line with the dates in the DWP guidance
- how dashboard duties apply to a change of administrator
- TPR's approach to compliance and enforcement

Cyclical Activity

This section focuses on progress with significant cyclical projects including:

Pensions Increase 2024

There was an outstanding piece of work to pay the supplemental Pensions Increase to pensioners previously reported to Board, who drew their deferred benefit during the past 6 years. There were software issues to be ironed out with the software provider. Most of the issues have now been sorted, with the remaining 2 errors having been formally reported to the provider. The majority of the 2023/24 cases have now been processed with the Pensions Increase owed paid in October. A plan is now in place to clear the backlog of similar cases. It is estimated that the Authority has over 10,000 cases. This is a huge achievement by the team.

Annual Benefit Statements

All benefit statements for Deferred and Active members were produced prior to the statutory deadline of 31 August 2024.

Pension Savings Statements

The Authority adhered to the statutory deadline of 6th October issuing the Pension Saving statements on time. This was done inhouse by the team this year. Again, another huge achievement. The Benefits team have been trained to undertake this work and this will become business as usual for the team from 2025.

Valuation

Plans are now being formed for the 2025 Valuation. These will cover data; cleansing and supply to the actuary, cashflows for all employers, and a comprehensive communication plan. A Project group has been set up with the Assistant Director, Pensions, as project lead. Full project monitoring will be put in place and reported back to the Board.

Employer Activity

Fund Employers

Employers as at 30 June 2024	569
New Admission Bodies	5
New Academies	4
Employers leaving – terminations	1
Employers as at 30 Sept 2024	577

Timeliness of Employer data submissions

Month	% of Monthly data submissions by deadline date
July	96.1%
August	97.8%
September	98.0%

Employer performance - in dealing with queries

See **Appendix 1**

Wider engagement activity with employers

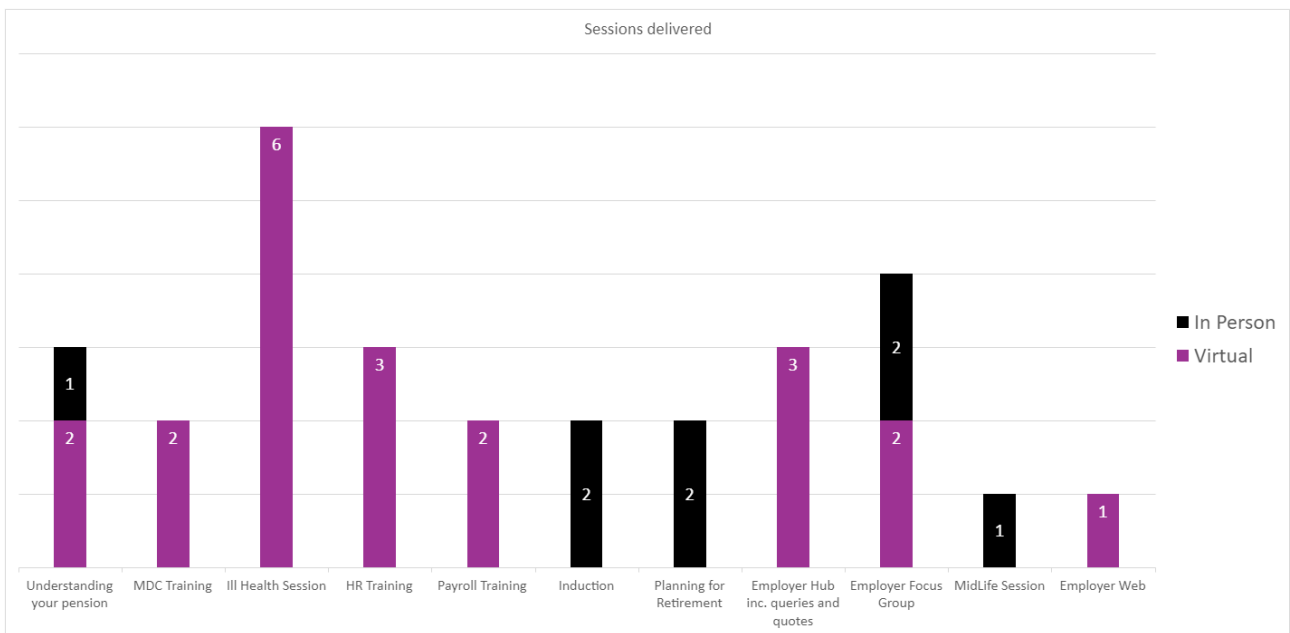
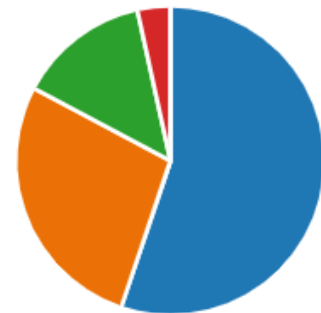
- Quarterly Newsletter for Employers provides updates on current issues and awareness of future changes. Issue 17 (October) has been issued on time.
- Regular Meetings with large Employers/Payroll Providers to build rapport and ensure compliance.
- Monthly Data Collection Dashboard helps to identify Employers who are late with submissions to enable collaboration within the team to rectify this.
- All Employer online help Videos have been completed and are attached to Employer Hub.
- Successful soft launch and timeline agreed for other users to be migrated over to Employer Hub.
- Employer Focus Group successfully delivered in September and minutes available on the SYPA Website.
- Employer Forum has been booked for 15 November at the Holiday Inn. Agenda items have been agreed and Presentation Slides being worked on. A Hybrid Session has been arranged for the afternoon on Employer Hub and MDC Validations. Invites have been sent to Employers.

- New Engagement Officers have been assigned their own employers and have introduced themselves via email. The Engagement Officers have received positive responses and the employers have welcomed having a dedicated contact.
- There are plans in place for the Engagement Officers to contact employers to update their Discretionary Policies.

Training / Presentations

What kind of a session have you just held?

● Employer Training Session	16
● Employee Presentation	8
● Employer Focus Group	4
● 1:1 Employer Session	1
● Event Day	0



Policy Developments

This section of the report summarises recent policy developments and areas of interest.

Paying death grants to genealogy companies

In September 2024, the Local Government Association (LGA) published legal advice on the payment of death grants to genealogy companies. The legal advice stated that it is possible to make payment to a genealogy company in certain circumstances, providing the necessary due diligence checks have been carried out. However, to minimise the risk of paying a death grant to a genealogy company that is not properly authorised, payment should ideally be made to the beneficiary or personal representatives directly. The advice covers:

- payments made within two years of the date of death, or of the date from which the Authority could reasonably be expected to have become aware of the death
- payments made after that period
- the circumstances in which payment would be made to the Government Legal Department's Bona Vacantia Division.

The Authority will be considering the advice and adjusting processes where appropriate.

SF3 form and guidance notes for 2023/24

In September 2024, MHCLG published their form and guidance notes for the LGPS fund account return (SF3). The 2023/24 data was returned by 13 September 2024. MHCLG uses the information to provide a benchmark on administration and fund management. The information is also used in compiling the national accounts and to show the role of the LGPS in the economy.

TPR scheme return.

The Pensions Regulator (TPR) has issued the scheme return notices to scheme managers of public service pension schemes. The Authority received its notice on 11 October. It is due to be returned by 22 November. Completing the scheme return is a legal requirement. The scheme return will be made by using TPR's online service – Exchange. This year's return includes new questions about the Authority's group AVCs – the provider(s) and the number of members who hold an AVC with them. The team are ensuring we have the information required for the return.

Appendix 1 - Summary of Employer Queries Raised, Completed and Outstanding –
Shown by Quarter for 10 Employers with highest total query volumes to up to 30 September 2024

Employer	Q3 2023/24			Q4 2023/24			Q1 2024/25			Q2 2024/25		
	Raised In Quarter	Completed In Quarter	Outstanding Quarter End	Raised In Quarter	Completed In Quarter	Outstanding Quarter End	Raised In Quarter	Completed In Quarter	Outstanding Quarter End	Raised In Quarter	Completed In Quarter	Outstanding Quarter End
[00500] Rotherham MBC	174	165	143	100	154	89	96	139	46	111	95	62
High	41	43	4	37	34	7	45	49	3	38	33	8
Standard	133	122	139	63	120	82	51	90	43	73	62	54
[00400] City Doncaster Council	218	199	161	111	192	80	104	125	59	119	93	85
High	58	65	3	45	37	11	46	54	3	51	49	5
Standard	160	134	158	66	155	69	58	71	56	68	44	80
[00600] Capita	22	78	201	18	30	189	20	0	209	38	80	167
High	5	7	9	3	6	6	3	0	9	6	8	7
Standard	17	71	192	15	24	183	17	0	200	32	72	160
[00600] Sheffield CC	259	312	364	158	297	225	141	230	136	221	280	77
High	53	108	20	60	58	22	47	56	13	48	57	4
Standard	206	204	344	98	239	203	94	174	123	173	223	73
[00600] EPM	12	44	180	4	11	173	14	62	125	28	60	93
High	1	7	6	1	0	7	2	5	4	4	3	5
Standard	11	37	174	3	11	166	12	57	121	24	57	88
[00300] Barnsley MDC	109	184	25	73	75	23	79	82	20	97	104	13
High	24	27	3	30	29	4	33	35	2	41	35	1
Standard	85	157	22	43	46	19	46	47	20	56	47	12
[00295] The Chief Constable	54	55	68	49	68	49	43	51	41	34	25	50
High	14	14	5	23	24	4	16	16	4	14	18	0
Standard	40	41	63	26	44	45	27	35	37	20	7	50
[00372] Greenacre Academy	16	24	36	3	3	36	14	13	37	9	37	9
High	1	1	1	0	0	1	1	1	1	2	3	0
Standard	15	23	35	3	3	35	13	12	36	7	34	9
[00222] The Sheffield College	18	25	34	17	25	37	11	24	24	20	12	32
High	2	4	2	3	3	2	3	4	1	5	5	1
Standard	16	21	32	14	11	35	8	20	23	15	7	31
[00548] Places for People (RMBC)	12	4	60	3	8	55	3	11	47	5	12	40
High	0	0	7	0	1	6	1	0	7	1	3	5
Standard	12	4	53	3	7	49	2	11	40	4	9	35